

Product Number: 3137.07.09

RULES/POLICIES/PROCEDURES

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The DTS Policymaking Function provides a centralized resource for the development, promulgation, and management of DTS administrative rules, administrative policies, and administrative procedures. The Policymaking Function can also assist with the development, coordination, and promulgation of standard operating procedures, technical policies, and technical standards.

Product Features and Descriptions

Feature	Description
Administrative Rulemaking	A process wherein a regulatory document (i.e., an administrative rule) is developed and promulgated. Administrative Rules may limit the discretion of individuals and executive branch agencies or otherwise compel certain types of behavior. An example of a fairly successful administrative rule is the Acceptable Use of Information Technology Resources Rule.
Administrative Policymaking	A process wherein a regulatory document (i.e., a policy) is developed and promulgated. Administrative Policies may limit the discretion of individuals and agency units or otherwise compel certain types of behavior. An example of a fairly successful regulatory policy is the Code of Conduct Policy.
Administrative Procedure	Administrative Procedure is a document which provides a general description for how a process should or must be performed. Properly constructed, and enforced, an Administrative Procedure will provide an effective and efficient quality assurance management tool.
Standard Operating Procedure	Standard Operating Procedure is a detailed document which states how a process should or must be performed. Properly constructed and enforced an SOP is an effective, efficient, and valuable quality assurance management tool.
Technical Policymaking	A process wherein a document (i.e., a technical policy) for the regulation of information technology resources is developed and promulgated. Technical Policies may limit the discretion of individuals and agency units or otherwise compel certain types of behavior in

Product Features and Descriptions

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	regard to information technology services and resources. An example of a fairly successful technical policy is the utah.gov website Privacy Policy.
Technical Standards	Technical Standards are 1) a detailed document which provides official guidelines to be used as a basis for judgment when performing a task; or 2) a detailed document which details department technical specification requirement(s) for information technology products, equipment, or services. Properly constructed and enforced a technical standard is an effective, efficient, and valuable quality assurance management tool.

Rates and Billing

Feature	Description	Base Rate
Administrative Rulemaking	All services related to this feature.	N/A
Administrative Policymaking	All services related to this feature.	N/A
Administrative Procedure	All services related to this feature.	N/A
Standard Operating Procedure	All services related to this feature.	N/A
Technical Policymaking	All services related to this feature.	N/A
Technical Standards	All services related to this feature.	N/A

Ordering and Provisioning

All policymaking features may be requested in person, by telephone, by email, and/or by correspondence. All requests may be directed to the DTS Policy Internal Audit Manager.

DTS Responsibilities

It is the responsibility of DTS to ensure that DTS administrative rules, administrative policies, and administrative procedures are current and available to all relevant audiences in a timely manner.

Agency Responsibilities

Provide copies of all agency policies which DTS employees are expected to be familiar with and adhere to the DTS Policy and Internal Audit Manager, the DTS Administrative Services Director, or the DTS Executive Director.

Service Levels and Metrics

Administrative Rules – Provide draft rule within 30 days of management authorization for the creation/modification of an administrative rule. Complete the DTS rulemaking process within 90 days of management authorization for the creation/modification of an administrative rule.

Administrative Policy – Provide draft policy within 30 days of management authorization for the creation/modification of an administrative policy. Complete the DTS policymaking process within 60 days of management authorization for the creation/modification of an administrative policy.

Administrative Procedure – Provide draft procedure within 30 days of management authorization for the creation/modification of an administrative rule. Complete the DTS procedure making process within 60 days of management authorization for the creation/modification of an administrative procedure.

Standard Operating Procedure (SOP) – Provide draft SOP within 30 days of management authorization for the creation/modification of an SOP. Complete the DTS SOP development process within 60 days of management authorization for the creation/modification of an SOP.

Technical Policy – Provide draft technical policy within 30 days of management authorization for the creation/modification of a technical policy. Complete the DTS policymaking process within 60 days of management authorization for the creation/modification of a technical policy.

Technical Standard – Provide draft technical standard within 30 days of management authorization for the creation/modification of a technical standard. Complete the DTS policymaking process within 60 days of management authorization for the creation/modification of a technical standard.